

Research Infrastructure Strategy & Planning

# Lab Management System

User Manual v2024.1

## Quick Guide

## Mobile App Sign In:



#### Instrument Access:

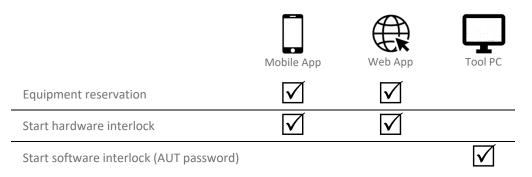
Hover over the equipment icon and Request Access

by <b>Idea Elan</b>	Select Facility CL ACL Environmental	Switch to user X SWITCH	5
My HomePage Instruments Request Services Supplies			
🔇 🔊 Today 🛱 04-05-21 - 04-11-21	Instrument Filter 😒	Day Week Month CalendaC	
Freestyle Robotic System with GPC/SPE	Help Files	Test	
Information : Institution : KAUST	Issues: 1		
Category : Default Category	Permission status : Request Access	1	
Facility : CL ACL Environmental	Incharge : Fac1_KAU@yahoo.com		
Full Description	Fac2_KAU@yahoo.com	ICP-MS/MS (8	
Ressages: 0 Issue 2	Messages: 0 Issues: 1	T	
Mon 5 Tue 6 Wed 7 Thu 8 Fri 9 Sat 10 Sun	Mon 5 Tue 6 Wed 7 Thu 8 Fri 9 Sat 10 Sun	Mon 5 Tue 6 Wed 7 Thu 8 Fri 9 Sat 10 Sun	1

#### Equipment Reservation (Mobile App):

11:45 AM 영 ᠑	E Ide	a Elan 🛛 🙆								
Idea Elan	FAVORITES	INSTRUMENTS	11:4 ←	8 AM (G	9	Sc	chedu	ıler	ŝ ∥r.	(53)
Instruments     Facility Access Request	Extractio	ted Solvent n-Envi_acl	Long pr			to sched 021	ule.	<	>	today
Lab Access Request	ACL Env Approve	ironmental d OPTIONS	6am	Sun 4/4		Tue 4/6	Wed 4/7	Thu 4/8	Fri 4/9	Sat 4/10
A Supplies	with GPC ACL Env	ironmental	7am 8am							
Sample Submission	SCHEDULE	OPTIONS	9am							

## Interlock Summary:

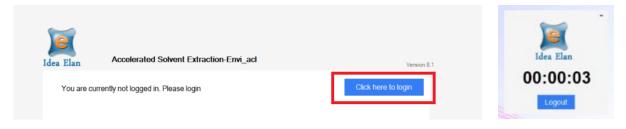


## Hardware Interlock Start/Stop (Mobile App):

FAVORITES	INSTRUMENTS	Select Option : Accelerated Solvent Extraction- Envi_acl		Start Time:	04.00.0001.10.00.54
Q Search		Remove From Favorites Report an Issue		Started By:	04-08-2021 12:00:54 Arun Prasanna Harini
Extractio	<b>ited Solvent</b> on-Envi_acl Environmental ed	View All Issues Start Actual Usage	-	0	0:00:00:10
SCHEDULE	OPTIONS	Rules and Regulations			STOP

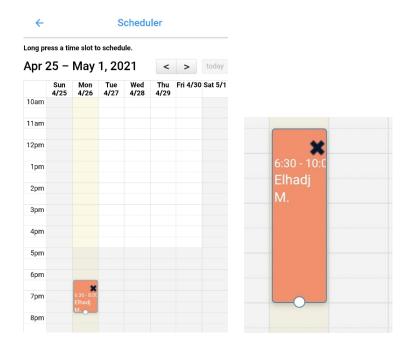
#### Software Interlock Start/Stop:

Login directly on Instrument PC with your AUT password, log out when finished



#### **Extending Reservation:**

- Go back to the "Instruments scheduler" page, press & hold on the reservation slot.
- Drag the reservation to the required time period.



#### **Requesting Services:**



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## 1. Registration

#### 1.1. Internal User

- Go to the login page using the following link <u>https://secure20.ideaelan.com/secure/public/applogin.aspx</u>
- Log in with your KAUST IT credential.



Welcome to KAUST Login Service

KAUST Username

Password

Sign in

Forgot My Password

- Click on the **START** button. It will direct you to the Lab Access page.
- Search for your PI's last name and click on **Request Access**.
  - If you need access to the Prototyping Lab for personal use, search for "PI INT Prototyping Lab Personal" and click on **Request Access.**
  - If you are a Core Lab staff, please select "zCore Lab Staff" and inform CLhelpdesk@kaust.edu.sa
  - If you are a Research Center staff, please select "Research Centers" and inform CLhelpdesk@kaust.edu.sa
- Click the **Next** button.

art Lab Ac	cess Facility Access			
< Previou	•			Next
				- Car
f you do not	see your PI lab please contact clc@kaust.edu	.sa.		
f you do not Set Default Lab	see your Pi lab please contact clc@kaust.edu	.sa. Lab Admin	Institution	Permission Status
6			Institution Search here X	Permission Status
6	Lab Name	Lab Admin		
Set Default Lab	Lab Name Search here X	Lab Admin Search here X	Search here X	All

- On the Facility access page, click on the **Request Access** to add the facilities you want displayed in your account; more can be added later.
- Click the **Continue** button.

art Lab Access Facility Acc	ess			
< Previous				Continue
Facility Name	Address	Facility Admin/Director	Institution	Permission Status
Search here X	Search here X	Search here X	Search here X	All
CL ACL Environmental	4700 King Abdullah University of Science & Technology	Obama Barrack,Clinton Bill	KAUST	Approved
CL ACL Inorganics	4700 King Abdullah University of Science & Technology	Obama Barrack,Barradah Eman Yahya,Clancy Gerard Jude,Liu Jingyu,Khalid Mohammed Khalil,Altunkaya Mustafa	KAUST	Request Access
CL ACL Organics		Adams Lizzy,Amah Miriam Nneka,Kharbatia Najeh Mohammed,Sioud Salim Samaras	KAUST	Request Access

Vasileios, Zhang Wen

- On the "My Profile" page,
  - Edit your profile
  - Sync your reservations with Outlook or Google Calendar if needed
  - Set the password for AUT (*Actual Usage Tracking*) which is used for the software interlock. The password must contain 12-40 characters, 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (!, \$, #, %, @, %, etc.)

mail	User1_KAU@yahoo.com	Address:	
rst Name*	Joe	Address.	
st Name*	Biden	City:	
ignatio	Post Docs 🔹	State:	
	SELECT	Zip Code:	
pload hoto	Acres 1	Country:	Saudi Arabia 🔹 👻
1010	No mayo Available	Fax:	
Sync res	ervations/tasks with  Outlook  Google Ca	alendar Phone:	Enter Phone Number
Extende	d Fields		
Kaust ID	189555		
hange Pa	sword		
assword	D	/ery Strong Confirm	n Password

#### 1.2. External User

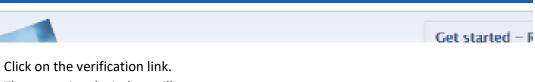
- Go to the registration page using this link <u>https://secure20.ideaelan.com/Kaust/Public/AppLogin.aspx</u>
- Fill in the necessary details under **Get Started** and click the **Join Now** button.



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• A verification link will be sent to your email to activate the account

Registered successfully!! Click the verification link in the email sent to confirm your registration.



• The user wizard window will open.

00	Welcome to Idea Elan
	Objective: This wizard will help you in the initial setup process in the Infinity system. Required Items: You need to know the lab you belong, and at least one core facility to which you are requesting for access. Objective: Start: St

- Click on the **START** button. It will direct you to the Lab Access page.
- Search for your **organization** and click on **Request Access**. If it does not exist, please contact CLhelpdesk@kaust.edu.sa
- Click the **Next** button.

art Lab Ac	cess Facility Access				
< Previou	s				Next >
	see your PI lab please contact clo			Institution	Permission Status
f you do not Set Default Lab	Lab Name	Lab Admin		Institution	Permission Status
			×	Institution Search here	Permission Status
	Lab Name	Lab Admin	×		
Set Default Lab	Lab Name Search here	Lab Admin X Search here	×	Search here X	All

• On the Facility Access page, click on **Request Access** for the facilities you are interested in. Then click the **Continue** button.

< Previous				Continue
Facility Name	Address	Facility Admin/Director	Institution	Permission Status
Search here X	Search here X	Search here X	Search here X	All
CL ACL Environmental	4700 King Abdullah University of Science & Technology	Obama Barrack,Clinton Bill	KAUST	Approved
CL ACL Inorganics	4700 King Abdullah University of Science & Technology	Obama Barrack,Barradah Eman Yahya,Clancy Gerard Jude,Liu Jingyu,Khalid Mohammed Khalil,Altunkaya Mustafa	KAUST	Request Access
CL ACL Organics		Adams Lizzy, Amah Miriam Nneka, Kharbatia Najeh Mohammed, Sioud Salim, Samaras Vasileios, Zhang Wen	KAUST	Request Access

- On the "My Profile" page,
  - Edit your profile
  - Sync your reservations with Outlook or Google Calendar if needed
  - Set the password for AUT (*Actual Usage Tracking*) which is used for the mobile app and software interlock. The password must contain 8-13 characters, 1
     Uppercase letter, 1 Lowercase letter, 1 Number and 1 Special character (such as!, \$, #, %, @, %, etc.)

mail	User1_KAU@yahoo.com		
irst Name*	Joe	Address:	
ast Name*	Biden	City:	
Designatio	Post Docs 👻	State:	
	SELECT	Zip Code:	
lpload hoto	No Insuga	Country:	Saudi Arabia 🔹 👻
1010	Anatolia	Fax:	
Sync res	ervations/tasks with  Outlook  Google Calendar	Phone:	Enter Phone Number
Extende	d Fields		

Change Password Password	Very Strong Confirm Pa	assword
	UPDATE	

• The registration process is completed, you will receive an email notification once your PI and facility access is approved.

## 2. Password Reset

#### 2.1. SSO Login Password Reset

• If the password for SSO login is lost, click on **Forgot My Password** to update it.

Welcome to KAU	JST LOGI	n Service	
KAUST Username			
Password			
	Sign in		
Forgot My Password			

#### 2.2. External User - Lost Password

• If the password is lost, click on the **Forgot Password** in the log in page and provide your registered email in the pop-up window.

6 Logir	User name		LOG IN
			Forgot password?
	NANNITY Password Rec	covery	
	Forgot Your Password Enter your email id to	d? ο receive γour password.	
	Submit		

• The password will be sent to your email.

#### 2.3. AUT Password Reset for Software Interlocks

• Log in to Infinity-My HomePage-My Profile, change your password and click the UPDATE button

y Favorite Requests	My Reservation	ns My Requests	My Supplies	My Projects	My Reports	My Profile	My D
y ravorite kequests	My Reservation	ns My Requests	My Supplies	My Projects	My Reports	,	INIYI
_		···· Very Strong	Versitions Confirm B				Very Strong Confirm Password No match

## 3. Mobile Application

Infinity mobile app will work on both Android and iOS.

#### 3.1. Installation

• Go to the Google Play or Apple Store app, search for "IE Infinity".



- Install the app on your mobile phone
- Open the app and enter the institution code 97917

#### 3.2. Sign-In

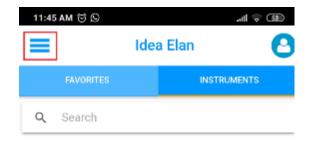
- Open the mobile app.
- The login page will appear.
- SSO users: Sign in with your KAUST credentials using the SSO link.
- External users: Sign in using **your full email id** and the AUT password that was set during registration on the "My profile" page.

Id	ea Elan		Welcome to	
		٩	جامعة الملك عبدالله للعلوم والتقنية King Abdullah University of Science and Technology	
•	Email ID			
	Password			
				Forgot password?
			Sign In	
			SSO Sign In	
		10	Instrument Search	

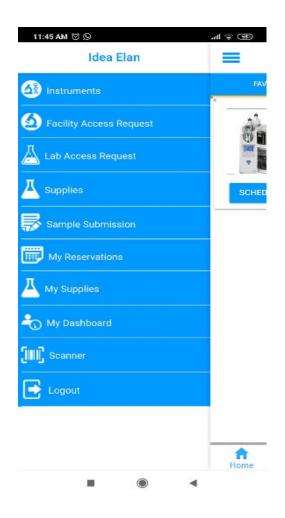
#### 3.3. Navigation menus

In the mobile app, the menus are accessed through the hamburger icon.

• Click on the three horizontal lines in the left-hand side corner to check all functionalities.



• Select any functionality to perform further actions.



• You can also contact your facility admin using the chat option available in the app.



## 3.4. Requesting Facility Access

- In the menu, select the Facility Access Request option.
- Find your facility using the search function.
- Click on the **Request Access** button.

11:45 AM 🕲 🛇			l ∰ (⊠)
	Facilitie	5	0
Q. Search			
CL ACL Environmen	tal	Approv	ed
CL ACL Inorganics		Approv	ed
CL ACL Metabolom	ics	Арргом	ed
CL ACL Organics		Approve	ed
CL ACL Solids		Approv	ed ]
CL BCL Capillary an Sequencing	d 3rd Gen	REQUEST A	CCESS
CL BCL Next Gen Sequencing	C	REQUEST A	CCESS
CL BCL Proteomics	۵	REQUEST A	CCESS
CL IAC Electron Mic	roscope	REQUEST A	CCESS
CL IAC NMR Spectro	озсору	REQUEST A	OCESS
Home Cha	F S	ews	Settings

• The facility admin will be notified about your request.

#### 3.5. Requesting Instrument access

- In the menu, select the **Instruments** option.
- Find the instrument using the search function.
- Click on the **Request Access** button; the lab staff will receive a notification and contact you to arrange for tool training.

11:50 AM 😇 🛇		all 😤 (52)
=	Idea Elar	• 🖸
FAVORITES		INSTRUMENTS
	Approved	
SCHEDULE		OPTIONS
	Liquid Scintillat Counter 1_ricl CL Radiation La Pending	
	Liquid Scintillati Counter 2_ricl CL Radiation La Request Access	beling
REQUEST ACC	CESS	
	Azure Phosphoimager CL Radiation La Request Access	beling
REQUEST ACC	CESS	
	Aquakem 250	
n Home	, ,	(*)
	۲	•

• If a pop up window appears indicating a form is required, please use the web application to request access to these instrument (Section 4.3).

## **Instrument Access**

This instrument requires access form to be submitted, please visit the web app to request access.

#### OK

#### 3.6. Instrument Reservations

3.6.1. Creating New Reservation

- In Infinity, reservations are tied to equipment enables. You will need an existing reservation to be able to turn on an equipment except in unique situations.
- In the menu, select the **Instruments** option.
- Find the instrument using the search function.

• Click on the **Schedule** button. The scheduler page will open.

11:4	8 AM ତ	$\odot$				.ull 🤶	53
÷		Scheduler					
Long pr	ess a tii	me slot	to sched	ule.			
Apr 4	4 – 1	0, 2	021		<	>	today
	Sun 4/4	Mon 4/5	Tue 4/6	Wed 4/7	Thu 4/8	Fri 4/9	Sat 4/10
6am							
7am							
8am							
9am							
Juin							

- Press and hold on your desired time slot.
- The **Create Appointment** page will open. Fill in the necessary details and click on the **Save** button to make a reservation.
- To set your default Lab (PI), Pocket ID and Session type, please see section 4.5.5

11:47 AM 🗇 🕓	'배 🔶 😰
Create App	ointment
<b>START DATE</b> 04-09-2021	10:00 AM
END DATE 04-09-2021	11:00 AM
Project/Membership	Not Applicable
Lab*	PI LAB 2
Account Code*	Account Code 🗸
Session*	No Records Found 👻
Special Instruction	
SA	VE

#### 3.6.2. Adjusting Reservation

• To adjust a reservation, press and hold on the reservation slot, then drag the reservation to the desired time slot.



#### 3.6.3. Deleting Reservation

- To delete a reservation, press and hold on the reservation slot. The **X** button will appear.
- Click on the **X** button.

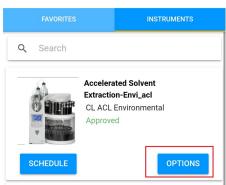


• You will get a confirmation message. Click **Yes** to cancel the reservation.

Cancel Ap	pointment
No	Yes
	A A

#### 3.7. Enabling/Disabling Instruments with Hardware Interlocks

- For instruments with software interlocks please refer to Section 6
- On the **Instruments** page, find your instrument using the search function.
- Click on the **Options** button.



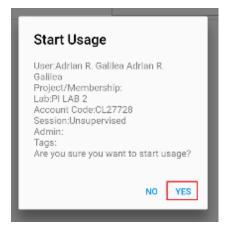
• All available options will be displayed at the bottom of the page. In that, click on the **Start Actual Usage** option.

11:53 AM 😇 🛇		22 🖓 lite
=	Idea Elan	0
FAVORITES	1	NSTRUMENTS
<b>Q</b> Search		
	Accelerated Solver Extraction-Envi_ac CL ACL Environme Approved	1
SCHEDULE		OPTIONS
	Freestyle Robotic S with GPC/SPE CL ACL Environme	
Select Option : A Envi_acl	ccelerated Solven	t Extraction-
Remove From Fa	vorites	
Report an Issue		
View All Issues		
Start Actual Usa	ge	
Rules and Regula	ations	
	۲	•

• You will get a confirmation message to check whether you want to start the scheduled reservation. Click on the **Yes** button.



• You will get another confirmation message to start the instrument. Click on the **Yes** button.



- The instrument is enabled. You can see the timer on the Actual usage Page.
- To disable the instrument. Click on the **Stop** button.

Start Time: 04-08-2021 12:00:54				
Started By: Arun Prasanna Harini				
00:00:00:10				
	STOP			

• Click the **Yes** button on the confirmation message. The instrument is disabled.



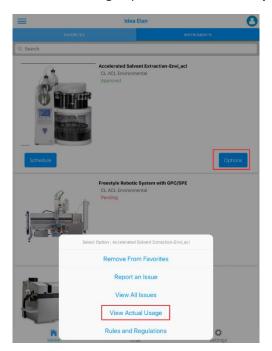
- For some instruments, if you do not disable the instrument, you will get a warning at the end of the reservation, and the instrument will be disabled automatically after the grace period. You need to extend your reservation within the grace period if you want to continue. Confirm with staff if this rule is applied for your desired instrument.
- To extend the reservation, go back to the **Instruments scheduler** page. Press and hold on the reservation slot.

	75	Mare	1 00	01			4
Apr 2	25 -	May	1, 20	21	<	>	toda
	Sun 4/25	Mon 4/26	Tue 4/27	Wed 4/28	Thu 4/29	Fri 4/30	) Sat 5,
10am							
11am							
12pm							
1pm							
2pm							
3pm							
4pm							
5pm							
6pm							
7pm		6:30 - 8:00 Elhadj					
8pm		M					
9pm							
10pm							

• Drag the reservation to the required time period.

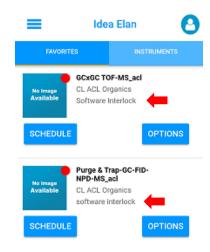


• To disable the instrument, go back to the **Usage Timer** page. Click on the **Options** button and select the **View Actual Usage** option. Click on the **Stop** button.



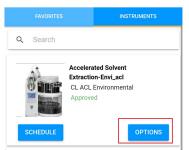
#### 3.8. Software interlocks and mobile app

Equipment using software interlocks will be indicated in the app. These need to be logged in directly on the tool PC and cannot be enabled through the mobile app. Please use your AUT password (created in your profile page)



#### 3.9. Reporting Instrument Issues

- On the **Instruments** page, find your instrument using the search function.
- Click on the **Options** button.



• All available options will be displayed at the bottom of the page. In that, click on the **Report an Issue** option.

Select Option : Accelerated Solvent Extraction- Envi_acl
Remove From Favorites
Report an Issue
View All Issues
Start Actual Usage
Rules and Regulations

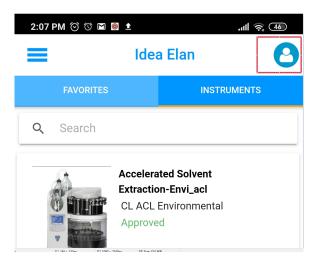
- The **Report Issue** page will open.
  - Enter the subject and description of the problem.
  - Select the Issue Type.
  - You can also take a picture using the mobile camera and attach it with the report. For that, click on the Add Files button and choose the Use Camera option.

11:53 AM 🗑 🖸 🔒	al ⊊ ∰ 11:53 AM 🗑 û al ╤ ∰
← Report Issue	← Report Issue
Subject*	Subject*
Enter Subject here	Enter Subject here
Description*	Description*
Enter Description here	Enter Description here
ssue Type	Issue Type
Minor	✓ Minor ✓
ADD FILES	ADD FILES
SUBMIT	SUBMIT
	Select Image Source
	Load from Library
	Use Camera
	Record Audio
	Cancel
■ () ◄	

• The facility admin will be notified of the issue.

#### 3.10. Viewing approved list of Facilities/PI Labs/Instruments

• On the main page, click on the **Profile** icon in the right-hand side corner.



• The profile page will open, where you can see the three options: My Facilities, My Instruments, and My Labs.

2:08 PN	n © © ∎ 9 ± ₹ ④
←	Profile
•	Adrian R. Galilea
•	Adrian R. Galilea
	adrian.galilea@kaust.edu.sa
L	Phone
•	Address
•	City
•	State
•	Zip
•	United States
	Sync reservation with phone Calender
	UPDATE
My F	acilities 🕒
My Ir	nstruments 🗧 🕂
My L	abs 🕂
My Ir	Facilities +

- To view all approved facilities, click on the + button near the **My Facilities** option.
- The approved facilities will be displayed.

My Facilities	•
CL ACL Environmental	Approved
CL ACL Inorganics	Approved
CL ACL Metabolomics	Approved
CL ACL Organics	Approved
CL ACL Solids	Approved
CL IAC Physical Properties Characterization	Approved
CL NCL Cleanroom	Waiting for Approval

- To view all approved instruments, click on the + button near the **My Instruments** option.
- The approved instruments will be displayed.

My Instruments	•
Accelerated Solvent Extraction-Envi_acl	Approved
Freestyle Robotic System with GPC/SPE	Approved
ICP-MS/MS (8800)	Approved

- To view all approved labs, click on the + button near the **My Labs** option.
- The approved labs will be displayed.

Mý Labs	•
PI LAB 1	Active
PI LAB 2	Active

## 4. Web Application

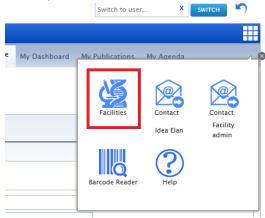
#### 4.1. Navigation Menus

- Menus in Infinity are based on tiered rows.
- Clicking on any of the menu items in the header will open a new row with various menus.

My HomePage	Instrumen	ts Request Services	Supplies								
My Favorite In	struments	My Favorite Requests	My Reservations	My Requests	My Supplies	My Projects	My Reports	My Profile	My Dashboard	My Publications	My Agenda

#### 4.2. Adding Facilities

- Click on the 9 square block at the right-hand side corner.
- Select the Facilities option.



• The list of available facilities will be shown. Select the facility you want displayed in your account and click on the **Request Access** button.

Search Facility		Institution		Facility Type		City	
Search here	×	Search here	×	Search here	×	Search here X	
ACL Inorganics Current Status : Approved Make a Reservation Submit Samples Order Supplies		KAUST		Default Category, Thermal / Metal, Wet Chemistry	Analysis, Trace		Facility Image
ACL Organics REQUEST ACCESS		KAUST		Chromatography and Mass Spectrometry,Default Categ Preparation			Eacility Image
ACL Solids		KAUST		Spectroscopy,Surface Analy	rsis		E Facility Image
ACL Environmental		KAUST		Default Category		Thuwal	

• If you do not have a KAUST email, the Facility admin will need to approve your facility access request.

#### 4.3. Getting Instrument Access

- Select the facility from the dropdown list.
  - Note: Only facilities that the user has access to will be shown in the dropdown list

Infinity by Idea Elan		Infinity by Idea Elan	Make this my	start page. Adrian R. Galilea Adrian R. G	alilea 🔻 🖒
by <b>Idea Elan</b>		Select Facility	All Facilities 🔹 🔻	Switch to user X SWITCH	5
			Institution Name	Facility Name	
My HomePage Instruments Request	Services Supplies		All Institutions	All Facilities	
			KAUST	CL ACL Environmental	
🔇 🜔 Today 🛱 04-05-21 - 04-1		Instrument Filter 😒	KAUST	CL ACL Inorganics	
	Test	Test	KAUST	CL ACL Metabolomics	

- Click on the Instruments tab.
  - To view all the available instruments in the facility, select the **Calendar** view option.

omePage Instrume	ents Req	uest Servio	es :	Supplie	s	PI/I	Lab /	\dmi	n	F	acilit	y Adr	nin	Inst	itutic	n Ac	lmin										
3 📀 Today 🛱 S	aturday, Ap	ril 24, 2021	- Satu	urday, Aj	pril 24	I. 202	ı Inst	rume	ent Fil	ter 🛙	3							D	ay	Wee	k	Mon	th	Ca	ılend	С	
		8:308:499:00 M AM AM /																									
Freestyle Ro																											
RoomA																											

- To search for an equipment, click on the **Instrument Filter** and enter the name or tag number.
- Select the equipment and click GO

My HomePage       Instruments       Request Services       Supplies         Image: Accelerated Solvent Extraction-Envi_act       Image: Freestyle Robotic System with GPC/SPE       ICP-MS/MS (8800)         Category       All       Image: Group       All       Search         Image: Search available with GPC/SPE       Search       Instrument Name/Short Name/Location/IX       Go 3         Search available with GPC/SPE       Search       Instrument Name/Short Name/Location/IX       Go 3	by <b>Idea Ela</b> n			Select Facility	CL ACL Environmental	v	Switch to user	X SWITCH	5
	My HomePage Instruments	Request Services	Supplies						
Category All    Group All  Group	Accelerated Solvent Extracti	ion-Envi_acl 🗹 Free:	style Robotic Syst	em with GPC/SPE 🗹 ICP-MS	/MS (8800)				
	Category All	▼	Group All	▼	Search Instrument Name/	Short Name/Loca	tion/IX GO	3 slot for an instrument	
🔇 🔊 Today 🛱 Monday, April 05, 2021 Instrument Filter 🗟 Day Week Month Calenda	🔇 📀 Today 詰 Monday	, April 05, 2021		Instrument Filter 😣					

• Move the cursor over the instrument picture. A window will open with the description and details of the equipment. In that window, near the permission status, click on **Request Access** 

by <b>Idea Elan</b>	Select Facility CL ACL Environmental	Switch to user X SWITCH
My HomePage Instruments Request Services Supplies		
🔇 🔊 Today 🛱 04-05-21 - 04-11-21	Instrument Filter 😒	Day Week Month Calenda ${f C}$
Freestyle Robotic System with GPC/SPE Information : Institution : KAUST	Help Files	Test
Category Default Category Facility : CL ACL Environmental Full Description	Permission status : Request Access Incharge : <u>Fac1_KAU@yahoo.com</u> <u>Fac2_KAU@yahoo.com</u>	ICP-MS/MS (8
Kessages: 0 Issue 2	Messages: 0 Issues: 1	

- Fill in the instrument access request form if there is one; the required HSE certifications will be listed.
- Select the training required and set quantity=1

Select	Service Name	Short Name	Units	Category	Pric	Quantity	Tota 1
<b>2</b> 🔶	lid-state NMR_trng_iac		per traince	Training	0.00	1	0.00

• Click the **Validate** button to verify your HSE certifications. If you have completed the certifications but it is returning an error, please contact <u>hse@kaust.edu.sa</u>

	SUBMIT	CANCEL	
--	--------	--------	--

• Click the **Submit** button

#### 4.4. Instrument Training

• Search for the tool you want training on in the instruments tab (unselect the rest of the tools)

y HomePage Instruments Req	uest Services Supplies				-		
🗹 400M SB Liquid NMR_iac 🗌 4	00M WBA Solid NMR_iac	400M WBB Solid NM	R_iac		╇		
Category All	•	Group All	×	Search	400	X GO	3

• Switch to Month view and select Show Training Session

🍠 🕑 Today 🗔 A	pr, 2023			🔲 Show AUT 🗹 Sho	w Training Session Day V	week Month CalendarC
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	28	29	30	31	1 Apr	2
				🕑 🕮 Basic Training	0	
	4	5	6	7	8	9
				Basic Training	0	
				Click here to a	dd yourself into training ap	pointment
	11	12	13	14	15	16
				💿 🕮 Basic Training	1	

- Add yourself to the desired session by clicking on the group icon
- If you cannot make it for your scheduled session, please delete your booking or you will be registered as a no-show

	Add	ed Suco	essfully, But train	ning session is fu	Il you are on	waitlist.	
sers*: E	iden Joe(User1_KAU@yahoo.c،	Lab*:	PI LAB 1	Ŧ	Pocket ID*:	Baseline(BAS/1/1000-0	I-01)
elete	User Name			Lab Name		Account Code	Status
ž	Biden Joe(User1_KAU@	yahoo.	com)	PI LAB 1		BAS/1/1000-01-01	Waitlist

• Once you have attended and passed the training, you will be given independent access

#### 4.5. Instrument Reservations

- 4.5.1. Creating New Reservations
- Once your instrument access is approved, you can make reservations.
- In Infinity, reservations are tied to equipment enables. You will need an existing reservation to be able to turn on an equipment except in unique situations.
- Go to the **Instruments** tab to view the calendar and make a reservation. The calendar can be seen in a day/week/month view based on the selection.

/ HomePag	ge In	strumen	ts Req	uest Ser	vices	Supplies	s															
00	) Toda	y 🛗 04-	05-21 -	04-11-2	:1			In	strumen	tFilter 🛿	í					0	Day	Week	Month	Calen	d:C	
	Test			ccelerate				Test			reestyle l				Test		IC	P-MS/MS	. (8			
	Mon, 5	i Tue, 6	Wed, 7	Thu, 8	Fri, 9	Sat, 10	Sun, 11	Mon, 5	Tue, 6	Wed, 7	Thu, 8	Fri, 9	Sat, 10	Sun, 11	Mon, 5	Tue, 6	Wed, 7	Thu, 8	Fri, 9	Sat, 10	Sun, 11	
08:00 AM																						^
08:30 AM																						

• Select the facility from the dropdown list. All the instruments in that facilities will be displayed.

Infinity by Idea Elan	Infinity <sub>b/</sub> Idea Elan	<u>Make this my start page.</u> 😫 User Test 🔻
by <b>Idea Elan</b>	Select Facility CL ACL Environmental	Switch to user X SWITCH
My HomePage Instruments Request Services Supplies		
🔇 🔇 Today 🛱 04-05-21 - 04-11-21	Instrument Filter 🔀	Day Week Month Calenda ${f C}$
Test	Test	Test
Accelerated . essages: 0 Issue 2	Freestyle Ro Messages: 0 Issues: 1	ICP-MS/MS (8
Mon, 5 Tue, 6 Wed, 7 Thu, 8 Fri, 9 Sat, 10 Sun, 11	Mon, 5 Tue, 6 Wed, 7 Thu, 8 Fri, 9 Sat, 10 Sun, 11	Mon, 5 Tue, 6 Wed, 7 Thu, 8 Fri, 9 Sat, 10 Sun, 11

- Select an instrument using the instrument filter
- Using the mouse, drag on the calendar for the desired time slot to make a reservation. It will highlight the area, and the **Create Appointment** window will open.

Mandatory		
Subject:	Adrian R. Galilea Adrian R. Galilea	
Start time*:	04-22-21 08:30 AM 📰 💮	End time*: 04-22-21 09:30 AM 📰 💮
Add-on Instruments:	Select Add-On 🔹	
Project/Membership:	Not Applicable	<u>Set as default</u>
Lab*:	PI LAB 2	<u>Set as default</u>
Pocket ID*:	CL27728 🔻	Set as default Don't see your pocket id?
Session Type*:	Training v	
	Select Trainers 🔹	
Special Instructions:		
Recurrence		
	SAVE CLOSE	

- You can make changes to the start and end times of the reservation (tool can be enabled up to 15 minutes before the scheduled start time).
- You can reserve the secondary equipment along with the primary equipment using the **Add-on Instruments** option.
- You can make a recurring reservation by checking the **Recurrence** box.

Recurrence				
Daily	Ŧ	No. of repeats:	End date:	
	SAVE	CLOSE		

- You can view the reservation rules for this instrument by clicking the **Rules & Policies** button.
- Select the Lab, Pocket Id, and Session Type; set as default if desired. Click the **Save** button to complete the reservation.
- You will get a confirmation window showing the usage fee. Click the **OK** button or **Cancel** to start over.

Confirm	ation
į	Total Usage Fee: 90.00 USD Are you sure want to continue
	OK CANCEL

#### 4.5.2. Adjusting Reservations

- To adjust reservations, double-click on the reservation and make the necessary changes.
- Click on the **Update** button to update the information.

Schedule Recurre	nce Rules & Policies			
Recuire				
* Mandatory				
ubject:	Adrian R. Galilea Adrian R. G	Galilea		
itart time*:	04-28-21 08:45 AM	$\odot$	End time*:	04-28-21 09:45 AM 📰 💮
Add-on Instruments:	Select Add-On	•		
Project/Membership:	Not Applicable	•	<u>Set as defau</u>	<u>lt</u>
.ab*:	PI LAB 2	•	<u>Set as defau</u>	<u>it</u>
Pocket ID*:	CL27728	•	<u>Set as defau</u>	lt Don't see your pocket id?
ession Type*:	Unsupervised	•		
pecial Instructions:				

#### 4.5.3. Deleting Reservations

To delete reservations,

• Move the cursor near the reservation, and the **X** button will be shown. Click on the **X** and confirm.



• If it is a recurring reservation, you can delete one reservation or all the recurrence reservations by selecting it in the delete confirmation window.

o User     o User     o User       1,     1,     1,       Delete Confirmation     >       O Delete this occurrence			<ul> <li>O</li> <li>Aramc</li> </ul>		
Delete Confirmation > O Delete this occurrence	o User	o User	o User	o User	
Delete this occurrence	1,	1,	1,	1,	
O Delete series			rence		

#### 4.5.4. Reservation Waitlist

Users can add themselves to the waitlist if another user has already booked the desired slot. If the user cancels his reservation, the waitlisted person will get the reservation confirmation.

- Double-click on the reservation slot you need to book.
- The **Create Waitlist** window will open.

INFINITY Create Waitlist	For Accelerated Solver	nt Extractio	on-Envi_acl		x
Add to Waitlist Rul	es & Policies				
Subject:	Adrian R. Galilea Adrian	R. Galilea			
Start time:	04-12-21 10:00 AM				
End time:	04-12-21 12:00 PM				
Phone:					
Project/Membership:	Not Applicable		<u>Set as default</u>		
Lab*:	PI LAB 2		<u>Set as default</u>		
Pocket ID*:	CL27728	•	<u>Set as default</u>	Don't see your pocket id?	
Session Type:*	Unsupervised	•			
	SAVE CLOSE				

• Fill in the necessary details and click on the Save button to put yourself on the waitlist.

#### 4.5.5. Setting default Lab and Pocket ID

When creating an appointment in the web app you can set the default Lab and Pocket ID.

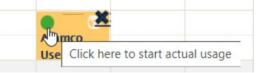
Lab*:	PI LAB 2	Ŧ	Set as default
Pocket ID*:	CL27728	×	Set as default

• To load your default settings in the mobile app, click on the **refresh** button in the reservation window.

← Create A	ppointment	C
START DATE 06-22-202	21 7:30 AM	
END DATE 06-22-202	21 8:00 AM	
User	Admin Institution(inst_KAU	•
Project/Membership	No Records Found	•
Lab*	TEST LAB 1	•
Account Code*	PocketID(TEST9800)	•
Session*	Independent	-

#### 4.6. Enabling/Disabling Instruments with Hardware Interlocks

• To enable the instrument, go to the **Instrumen**ts calendar and click on your reservation's green dot. It will turn red and start the hardware interlock. You can also see the instrument usage timer.



• To disable the instrument, click on the red dot. It will return to green and stop the instrument.



- If you do not disable the instrument, you will receive an email warning about the end of reservation, and the instrument will be disabled automatically after the reserved time.
- If you wish to extend the reservation, move the cursor near your reservation slot and drag it to the desired time period.

0	User Test , 19:00 PM to
	User Test , 12:00 PM to

• You will get the confirmation message. Click on the **OK** button to extend your reservation.

Confir	mation	×	
Ţ	Total Usage Fee : 87.50 USD Are you sure want to continue		
	OK CANCEL		

• For instruments with software interlocks please refer to section 6.

#### 4.7. Reporting Instrument Issues

- To report technical issues, click the **Instruments** tab and find the instrument.
- Move the cursor over the instrument picture. A window will open with the description and details of the equipment. In that window, click the **Report an Issue** button.

by <b>Idea Elan</b>		:	Select Facility NCL Cle	anroom	▼ Swi	tch to user	×
My HomePage Instruments	Request Services Supplie	s PI/Lab Admin	Facility Admin	Institution Admin			
🔇 🜔 Today 🛱 Wednesd	lay, April 07, 2021	Instrumen	t Filter 😒		Day	Week Month	Calend
DEP-007 Eber	DEP-007 Ebeam Evap Information : Instrution : KAUST Category : Catl Facility : NCL Cleanroo Full Description			🕷 Re 🚖 Fa Permis	sion status : <b>A</b> ge : <u>F1_corela</u> l	Jlowed os@yahoo.com os@yahoo.com	SA Deep
08:00 AM	Admin Nano , 08:00	AM ②					

• The **Add New Issue** window will open. Enter a subject line and details for the issue. Then select whether the issue is critical or minor. An image can also be added. Click the **Save** button, and the facility admin will receive a notification about the issue.

INFINITY Add N	ew Issue	\$ ×
Subject*:		
	B I ∐ 🐰 🖙 🕰 serif → 16px →	
Description*		
Issue Type:	Critical  Minor	
Attach File:	Browse No file selected.	
	Allowed format : .xls,.xlsx,.doc,.docx,.pdf,.jpg,.jpeg,.png,.gif	
	SAVE CLOSE	

## 5. Adding/Changing PIs or Pocket IDs.

To add or change PIs:

- In the web app, go to My HomePage, My Profile
- Click on Select Your Lab to add PIs or Remove Affiliation to remove

Palau ara tha lal	bs you have affiliation to SELECT YOUR LAB				
Set Default Lab	Lab Name	Lab Admin	Institution	Status	Remove Affiliation
0	CL CMR Coastal and Marine Resources	FacAdmin1 Test,Aljahdali Ramzi,Alghaith Abdullah,Charging Core Lab,Espinoza Andres,Alikunhi Nabeel,Mandili Abdullah,Todorov Krasimir,Atienza David,Services Core Labs	KAUST	Active	•

To add or change Pocket IDs:

My Labs

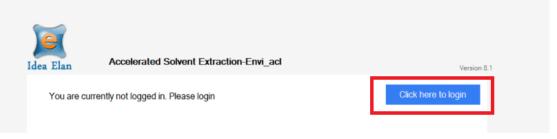
• Request your PI to add or remove pocket IDs from their PI Lab Admin-Users tab

My HomePage	Instruments	Requ	est Services	Supplies	PI/Lab Admin
Inbox Lab	Facilities	Users	Reports S	upplies	

## 6. Software AUT

If the software AUT is installed on the PC, you can enable the instrument directly from the PC connected to the instrument.

• Click on the **Click here to login** button.



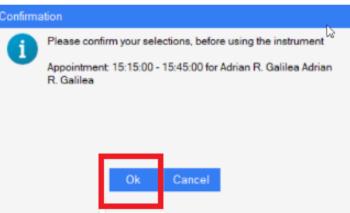
• Enter your email id and AUT password (set in **My Profile** 2.3) and click on the login button.

i .		*
	Idea Elar	Version 8
	Email ID	
	Password	
	Login	

• The following window will open where you can see your scheduled appointment.

You are logge	ed in as adrian.galilea@kau	st.edu.sa		Logout
ioose a Scl	neduled Appointment	Start an Unsche	duled Session	
5-15-00 - 15-45-00 Galilea Adrian I		Project/Membership: Lab: Account Code Session Type:	Not Applicable PI LAB 1 AT214563 Supervised	

• Click on the scheduled appointment. You will get a confirmation message. Click **Ok** to start the instrument.



- Once the instrument is enabled, you can see the usage timer.
- To disable the instrument, click on the **Logout** button in the timer.



• You will get a confirmation message. Click the **Yes** button to disable the instrument.

Confir	m Logout!!	×
Are y	ou sure you wan	t to logout?
	Yes	No

• If you exceed your reservation time a warning will appear on the screen



Extend your scheduled time by dragging your reservation block in the mobile or web app.

## 7. Requesting Services

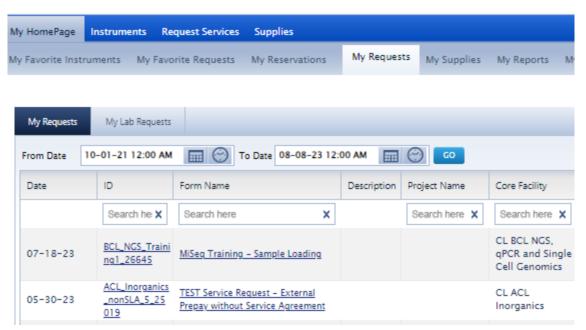
Users may request for paid services by submitting the appropriate form in the relevant facility under the Request Services tab. External users without a service agreement will be billed upfront and need to use the Prepaid nonSLA form.

My HomePage	Instruments	Request Services	Supplies
Sample Submi	ission Forms	Service Forms	
Welcome	to CL BCL	. Capillary and	Third Ge
Category Al	I		Group
Form Name			
Sanger Seg	uencing Form		
Plasmid_Ar	mplicon_Oxfor	d Nanopore Sequenc	ing Form
TGS Seque	ncing Form		
Fragment A	Analysis Form		

• Fill in the required information and add the sample details (one row per sample):

Enter number of rows to start with :	4 GO		
Sample Identification	Sample type	Samples/data specification 🕕	Specific instructions
	•		
	Ŧ		
	v		
	v		
Autocomplete	Autocomplete	Autocomplete	Autocomplete
○ on ● Off	◯ On . ● Off	○ on ● Off	◯ On . ● Off

- A quote will be provided and sent to the PI for approval. The PI may also allow the user to approve the quote:
  - Go to My HomePage My Requests and search for the desired request



• Open the form and scroll to the Submission Status section near the bottom, click APPROVE QUOTE

Current Status:	Quote Next:Waiting for approval by User/PI
Comments:	
APPROVE QUOTE	REVIEW QUOTE CANCEL FORM

• If needed, the user can communicate with the facility staff through the **Communications** tab.

Details Communication	Activity Log	Upload Files
-----------------------	--------------	--------------

• The request status will be displayed at the top of the request form.



- The user will be notified once the request is completed, reports can be found in the **Report** tab
- If the user wants to submit a new request with similar details, click the ReUse button

Complete & Ready to be	
billed	
Next: Waiting to be	
Invoiced	
Last updated : 08-08-23	ReUse
01:12 PM	
	6
90% completed	

 To cancel the request, scroll to the Change Sample Submission Status section and click on CANCEL FORM.

-Change Sample Su	ubmission Status
Current Status:	Quote Next:Waiting for approval by User/PI
Comments:	
CANCEL FORM	

## 8. Help Resources

Send an email to <u>CLHelpdesk@kaust.edu.sa</u> for any questions or issues.

Infinity also has a set of documentation and training videos:

• In the web application, click on the 9 square block at the right-hand side corner.

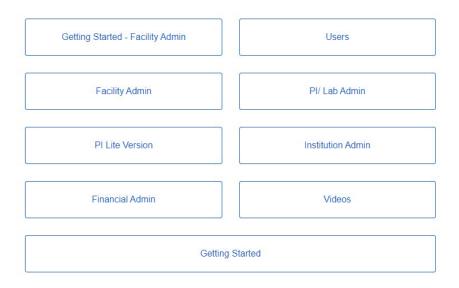
elect Facility	ACL Environmental	-	Switch to user	×	SWITCH	5
creat raciiity	Pice controlinental		Street to user		annien.	
					_	

• Select the **Help** option.



• It will redirect to a new browser window, where you can see the documentation and videos.

		_~(	$\sim$	~~~~			
$\sim$	Q Search	i					



\*\* password for videos is @Test#1234

## 9. Frequently Asked Questions

#### Q. I cannot find the instrument that I want

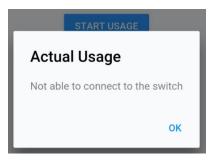
You need to add the facility where the instrument is located. See 3.4 and 4.2

#### Q. I'm not able to turn on the tool through the mobile or web app

If the tool is using software interlocks you need to login directly on the instrument's PC. The mobile app will indicate if the tool is using software interlocks.

FAVC	RITES	INST	RUMENTS
	LFA_acl CL ACL Inorgani software interloo Approved		
SCHEDULI			OPTIONS

Q. I can't enable instruments. I can book them without issues, but when I attempt enabling them from the app, I get the following error message



The tool is most likely using a software interlock, please see the previous question. If it is not using software interlocks and you get this error, please contact clhelpdesk@kaust.edu.sa

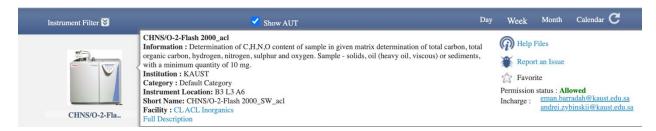
#### Q. I cannot login to the software interlock with my password

Please ensure that you are using the AUT password set in your profile. This is not your KAUST portal password.

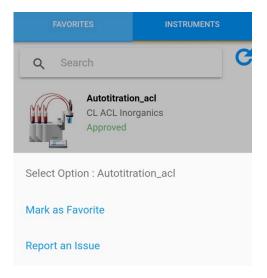
sword 🚺 Very Strong Confirm Password	

#### Q. How do I set my favorite instruments?

Webapp: Hover over the instrument and click on the **Favorite** icon. All your favorite instruments can be found in **My HomePage – My Favorite Instruments** 



Mobile app: Select the instrument, click on **Options**, **Mark as Favorite**. All your favorite instruments can be found in the **Favorites** tab



#### Q. I have changed my PI, what do I need to do?

Please add the new PI from your **My HomePage - My Profile** tab

My Labs		
Below are the lab	os you have affiliation to	SELECT YOUR LAB
Set Default Lab	Lab Name	Click here to select your lab

#### Q. Can I see my reservations in my outlook or gmail calendar?

Go to My HomePage, My Profile and click on Sync reservations. You can only select one client.

Sync reservations/tasks with Outlook Ogoogle Calendar

#### Q. I have downloaded the mobile app but it is asking for a 5-digit code?

Code is **97917**. Please see our webpage for more information:

#### https://infinity.kaust.edu.sa

# Q. I made a reservation for the equipment at 14:00, I tried to enable it at 13:35 but failed. Why do I need to wait 25 minutes even though the equipment is free?

You can enable the tool up to 15 mins before the start time. You can also modify your reservation to start sooner.

#### Q. The software is very slow.

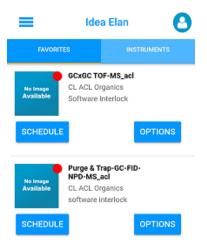
You were probably auto-logged off due to inactivity. Just refresh the web browser or use the mobile app.

# Q. If someone is not using his/her slot, you cannot reserve and use the machine since their booking will still be active.

No-show reservations will be automatically deleted after a grace period.

#### Q. How do I know if an instrument is currently in use?

If someone has enabled the instrument there will be a red circle next to the tool name



## 10. Version Control

Version	Release Date	Changes
2021.1	22 Jun 2021	Initial release
2022.1	05 Jan 2022	<ul><li>1.1, 1.2 Update account registration procedure, HSE Salute website</li><li>3.5, 4.4 Add offline training procedure</li><li>6 Add link for AUT password</li></ul>
2023.1	01 Jan 2023	8 Add FAQs
2023.2	07 Aug 2023	<ul><li>4.4 Update instrument training process</li><li>5 Update procedure for adding/changing PIs or pocket IDs</li><li>7 Added section for requesting services</li></ul>
2024.1	29 Feb 2024	<ul><li>3.5 update tool access procedure via mobile app</li><li>3.8 Add clarification on software interlock and mobile app</li><li>4.3 Add HSE check</li></ul>

Last updated 20240229